

real life

A STORY FROM THE FRONT LINES OF POWER PROTECTION

Most service organizations talk about how rapidly they'll respond to a customer's problem. AGFA Service does them one better. Its new Select Support Service Program guarantees how long it'll take to fix the problem. AGFA gives away ONEAC power conditioners to limit its exposure.

Downtime insurance.

AGFA Service is the servicing arm for AGFA imagesetting equipment, computerized imagers that process digitized information directly to film. Because companies who purchase imagers have such varying demands, AGFA Service offers a choice of four different service plans. Called the Select Support Service Program, it allows users to select the precise service level they feel they need.

"A number of other service providers offer buyers a choice of service levels," explains AGFA's Director of Field Services

Stan Zientarski. We differentiate ourselves by allowing customers to choose exactly how much downtime they're willing to put up with should something go wrong. Not how soon they expect a service person to be on the job."

Taking a page from the Olympics, AGFA Service names its four levels Bronze, Silver, Gold and Platinum. Platinum guarantees repairs within 24 hours, Gold within 48. Matching the demand of a growing number of its customers, AGFA Platinum service is available 24 hours a day, seven days a week. "And remember," points out

Zientarski, "these aren't response times. They're repair times. An obligation on our part to get the system running again, day or night, within these time frames."

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The ONEAC difference.

It's well established that power problems are the leading cause of network downtime and data loss. Lightning and outages are the most visible of these. And most UPSs protect against them to some degree. But fast edged transients and other conducted noise can be just as dangerous. ONEAC's low impedance, full output isolation transformers eliminate them completely. While UPSs with filter-based power conditioning are only capable of protecting against a portion. That difference can have a major impact on reliability.

The evidence is that switching from standard filter-based UPSs to ONEAC Premium Grade Power UPSs leads to an average 35% reduction in hard failures, 80% reduction in "no trouble found" service calls, and equally dramatic reductions in a host of other mysterious system ills.

The cost of a UPS is a small fraction of your total investment in network systems and supports. Doesn't it make more sense to specify the UPS that offers you the complete power protection?

